CITY OF
SAN JOSE
CAPITAL OF SILICON VALLEY

Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Toni J. Taber, CMC
City Clerk

SUBJECT: SEE BELOW

DATE: 8-28-2014

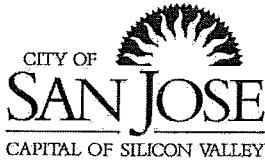**SUBJECT: USE OF PRIVATELY OWNED SURVEILLANCE CAMERAS**

RECOMMENDATION

As recommended by the Public Safety, Finance, and Strategic Support Committee on August 21, 2014 and outlined in the attached memo previously submitted by the Public Safety, Finance, and Strategic Support Committee:

(a)   Accept the staff's report; and

(b)   Direct staff to create a database providing San José residents and business owners with the option to voluntarily register the type and location of their surveillance equipment for potential use by the Police Department.

CITY OF
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Memorandum

TO: PUBLIC SAFETY, FINANCE
AND STRATEGIC SUPPORT
COMMITTEE

FROM: Angelique Gaeta

SUBJECT: **USE OF PRIVATELY OWNED
SURVEILLANCE CAMERAS**

DATE: August 14, 2014

Approved _/s/_ Date 8-14-14

RECOMMENDATION

Recommend that the Public Safety, Finance and Strategic Support (PSFSS) committee accept staff's report and recommend to the City Council direction to the Administration to either create a database providing San Jose residents and business owners with the option to voluntarily register the type and location of their surveillance equipment for potential use by the Police Department, as more fully described herein; or refer the issue to the City Council's Priority Setting Session to explore other options available for the Police Department to connect with the community on its potential use of their surveillance footage.

BACKGROUND

At the April 2, 2014 Rules Committee meeting, the Administration was directed to research and report back to the PSFSS committee the viability of the City creating a program where individuals could register with the City and provide details on the location and type of surveillance equipment they owned for potential future use of surveillance footage by the Police Department; with specific focus on the cost of the program and staff time required to maintain the program.

Best Practices For a Surveillance Camera Registry:

Following the April 2, 2014 Rules Committee meeting, the City Manager's Office conducted best practices research on surveillance camera registry systems being utilized in other communities and convened a number of meetings with members from the offices of Mayor Reed and Councilmember Liccardo, the Police Department, the City's IT Department, and the Silicon Valley Talent Partnership (SVTP) for the purpose of discussing the scope and cost of the above-described program.

Through its research, the Administration learned that there is value to making any such registration process simple and to ensuring that anyone interested in registering is not burdened with complex requirements. In fact, most surveillance camera registries are designed as a simple two-page website that allows interested residents and business owners to register the location and type of their surveillance equipment for potential use by the local law enforcement agency. Using the Town of Los Gatos Police Department, the Sacramento Sheriff's Office, and the City of Philadelphia Police Department as examples, the first page tends to provide the registrant with information on the registration program and the second page is the actual form that the interested person completes to participate in the program.

Through conversations with several law enforcement agencies, including the City of Philadelphia Police Department, the Sacramento Sheriff's Office, and the City of San Ramon Police Department, the Administration learned that most entities experienced several unexpected, yet positive outcomes after implementing a surveillance camera registry. For example, the Sacramento Sheriff's Office and the Philadelphia Police Department reported that their programs have led to increased engagement between neighbors. Further, Philadelphia's Police Department discovered that uploading recorded footage showing the alleged crime to the department's YouTube page provides the opportunity for thousands of community members to view the footage and upload it to any social media platform; ultimately increasing the number of leads coming into the department to assist with its investigation. Finally, similar to the Neighborhood Watch Program, the City of San Ramon Police Department issues stickers and signs for registrants to place on their property showing they participate in the department's program.

In addition, the City of San Ramon Police Department and City of Dover (MD) Police Department believe their surveillance camera registry programs established a deterrent for criminal activity in areas where it is well-known that a significant amount of surveillance cameras are registered. More specifically, the City of Dover Police Department reported that a significant number of downtown businesses participate in the program which has led to a decrease in vandalism and burglaries in that area.

Additionally, the Administration learned that tenants of commercial buildings are participating in surveillance camera registry programs at a similar rate as residential registrants. For example, the Town of Los Gatos and the Sacramento Sheriff's Office reported that their surveillance camera registry is roughly comprised of 50% commercial tenants and 50% residential owners.

Address Verification System:

The City of Philadelphia Police Department recommended the Administration consider employing an Address Verification System (AVS) to ensure that registrants enter their correct address into the system and to avoid false registrations; a problem the City of Philadelphia encountered when their registry was initially launched. On average, the cost to verify 500 addresses is $20, while the cost to verify up to 10,000 addresses is $80. In the event the City decides to incorporate an AVS there may also be additional staff time and costs associated.

Discussion With Cisco & Splunk:

At the request of the City Manager's Office, the SVTP contacted and met with the General Manager/Chief Technical Officer for Cisco Systems and the General Director for Splunk to discuss aiding the City with its creation of a registry program. The SVTP reported that both Cisco Systems and Splunk were committed to partnering with the City on this endeavor; however, after further discussions with both, it appears that their assistance may be premature. For example, in a recent meeting, staff from IT learned that the City's website software, Civic Plus, could be utilized to create the registration program and the associated database. Cisco Systems and Splunk advised that in the future, should the City wish to expand the program to include additional services, such as uploading of footage or analyzing the information shared by registrants, the assistance of SVTP, Splunk and Cisco Systems will be available.

ANALYSIS

Although the Administration cannot quantify the "crime fighting" benefit of a surveillance camera registry in San Jose, for the reasons listed below, the Administration recommends the Council provide direction to create a simple version of such a registry, as spelled out below.

Cost and Staff Time:

The City's existing software will allow staff to build, host, and manage a surveillance camera registry program at minimal to no cost to the City. Using the City's existing software, staff envisions a simple two-page website. The first page would be a welcome page and provide the user with information on the program. The second page would be the actual form that the registrant would complete to participate in the program. The City's software will be used to create the registry, while the welcome page will be hosted on the San Jose Police Department's website, with a link to the registration form. The staff time needed would occur at the beginning of the project; specifically, at the design phase to design both the welcome page and the registration form. Staff time would also be needed to create an automated email where registrants would receive verification that their registration was successful. In sum, staff estimates it taking up to 50 staff hours between the City Manager's Office, IT, and the Police Department to build and launch the program. However, once the program is launched, it is anticipated that very little maintenance will be necessary; at most, deleting old registration files or updating information in existing files.

This approach of creating a simple program would help to ensure that the maximum number of interested parties are given the opportunity to register.

Furthermore, it is imperative that the Police Department be able to access this information in a timely manner without needing to engage in complicated steps. As envisioned, the program will allow the Police Department users to log in and export the registrants' data as needed. Specifically, the Police Department will have access to the address where the camera is located

and the name of a contact person. Officers could then export addresses from the registry and sort them by zip code or even street name to identify surveillance cameras in close proximity to a crime.

Registrants will **not** have the option of uploading surveillance footage to the Police Department's website or providing live streaming of their surveillance footage to the Police Department.

Should the Committee recommend to Council the creation of the registry, the Administration would recommend an AVS be incorporated into the registry program as well to verify addresses.

Finally, in an effort to facilitate better engagement between community members, the Police Department, and other stakeholders, the Administration does see value in registrants using stickers, placards, or other marketing materials to promote their participation in the program. To minimize costs, the City could adopt the same method used by the City of San Ramon Police Department where the marketing materials are available on the City's website for registrants to download.

Future Considerations – Crowd Sourcing:

The Administration was asked to explore the creation of a program that would enable residents to voluntarily register their surveillance camera equipment for the Police Department to potentially access and use any captured footage during its investigations. However, the City could pursue a more robust registry if additional resources were allocated. For example, New York City has integrated surveillance camera technology that allows analysts to "crowd source" various video feeds when searching for individuals suspected of committing a crime. The Administration is not recommending the City implement a similar program at this time; however, advanced technologies such as these could be used to tailor a more appropriate program for the City.

EVALUATION & FOLLOW-UP

If the recommendation is approved, the City Manager's Office will continue to work closely with the Police Department to ensure that the creation of the registry occurs in a timely manner. Once a prototype is developed, the Police Department can test the system to determine if it meets the needs of the department, or if further modifications are necessary. The Police Department will then determine how to best use the system moving forward and evaluate whether adequate staffing exists to manage the data.

COORDINATION

This memorandum was coordinated with the Police Department, the IT Department and the City Attorney's Office.

/s/
ANGELIQUE GAETA
Assistant to the City Manager

For questions, please contact Angelique Gaeta, Assistant to the City Manager, at (408) 535-8253.